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AUTORITETI I AVIACIONIT CIVIL
DREJTORIA E STANDARTIZIMIT TEKNIK DHE MONITORIMIT TË
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PËR

**MIRATIMIN E MANUALIT UDHËZUES O3-3 -MU/PT-004 PËR
“MIRATIMIN E ORGANIZATAVE TË TRAJNIMIT PËR EKUIPAZHIN E
KABINËS (CCTO)”**

Në zbatim të Nenit 13, gërma “g” të Ligjit Nr.10233, datë 11.02.2010 “Për Autoritetin e Aviacionit Civil”, i ndryshuar, si dhe bazuar në parashikimet e Urdhërit të Ministrit Nr. 262, datë 28.06.2019 “Për kërkesat teknike dhe procedurat administrative në lidhje me ekuipazhin ajror të aviacionit civil”

V E N D O S A:

1. Miratimin e Manualit Udhëzues për “Miratimin e Organizatave të Trajnimit për Ekuipazhin e Kabinës (CCTO), O3-3 -MU/PT-004”
2. Ngarkohet Drejtorja e Mbikëqyrjes së Sigurisë në Operim të Operatorëve Ajrorë, Sektori i Licensimit dhe Mbikëqyrjes së Personelit Ajror, për të ndjekur zbatimin e kësaj procedure.
3. Ky manual të publikohet në faqen zyrtare të AAC-së.
4. Ky vendim hyn në fuqi menjëherë.

DREJTOR EKZEKUTIV

Edlira Kraja





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Autoriteti i Aviacionit Civil i Shqipërisë



AUTORITETI I AVIACIONIT CIVIL

Guidance Manual


GUIDANCE MATERIAL FOR APPROVAL OF CABIN CREW TRAINING ORGANISATIONS (CCTO-S)

October 2021

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Entry

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For Albanian Civil Aviation Authority

Edlira Kraja

EXECUCITIVE DIRECTOR



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INTRODUCTION

Common, comprehensive and detailed requirements, known as (EU) Reg. (EASA), have been transposed in applicable Albanian regulation covering many requirements relating to the safety of commercial air transport (CAT) aeroplanes.

One of these requirements foreseen by Minister Order No 262 dated 28/06/2019 "For technical requirements and administrative procedures relating to civil aviation air crew", Annex V (Part CC), CC.TRA.220), is that each cabin crew member have to complete an initial training course and to undergo an examination to demonstrate knowledge and proficiency. The training required for this initial course can be provided by an approved cabin crew training organisation or by a commercial air transport (CAT) operator specifically approved by the competent authority to provide such training.

Applicants who have successfully completed an initial approved cabin crew training course and passed the examination, are issued with a 'Cabin Crew Attestation' (CCA). The CCA is normally issued by the competent Authority, which approved the organisation to provide the training or by the approved organisation itself, when it is approved to do so by the competent Authority. In Albania the competent Authority is the Albanian Aviation Authority (AAC).


A training organisation for cabin crew (CCTO) is considered normally to be a single organisation, staffed, equipped and operated in a suitable environment, offering the practical training and theoretical instruction required for the course provided. The principal place of business shall be in Albania. Additionally, if training is conducted at other locations, a robust audit and compliance monitoring process must be in place to ensure that such locations meet all requirements.

This document is intended to serve for two purposes:

1. To help organisations and operators to ensure that an application made for approval to provide the cabin crew initial training course will satisfy the AAC that the relevant requirements and standards have been met and thereafter will continue to be met.
2. To explain the administrative arrangements which are applicable in Albania

The AAC expects that organisations seeking approval to be in possession of the current Minister Order No. 262 dated 28/06/2019 "For technical requirements and administrative procedures relating to civil aviation air crew", and associated Acceptable Means of

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Compliance (AMC) and Guidance Material (GM) and the organisation's representatives to be familiar with the contents, which you can find in:

<https://www.aac.gov.al> or <https://www.easa.europa.eu/document-library/general-publications/easy-access-rules-aircrew-regulation-eu-no-11782011>

A CCTO may make training arrangements with other training organisations or providers but must ensure that these other organisations comply with the appropriate requirements. Where training is provided at multiple locations all sites may be subject to inspection. The CCTO's head of training (HOT) is responsible for training standards and compliance with the applicable requirements. This applies even if a sub-contracted organisation may also have been approved or may be utilised to provide some parts of the training

A cabin crew initial training course may only be provided by the CCTO approved by the AAC. The training course may not be provided by any third party operating outside the scope of the approval. Any proposed changes to the approval (including any changes to the organisational structure) shall be notified to and approved/accepted by the AAC.

NOTE 1: CCTO applicants should understand that the CCTO approval issued by a competent Authority of a Member State is limited to the provision of the Cabin Crew Initial Training course and associated examination, leading to the issue of the Cabin Crew Attestation (CCA). No additional items of training are included under this approval.


NOTE 2: Additional crew training and qualification requirements such as aircraft type specific and conversion training, as specified in EC Reg. 965/2012 as amended (Part OPS), transposed in Albania by minister order 59, dated 30.01.2020 are directed at Commercial Air Transport operators and are not included in the scope of the CCTO approval. A CCTO may only provide aircraft type specific training and conversion training if contracted to do so by an AOC holder/operator, who will remain responsible for the training and competence of its cabin crew.

NOTE 3: CCTOs may not use the AAC logo or corporate branding to advertise or publicise their AAC approval to conduct the Part CC initial training course. CCTOs who engage in activities, other than the provision of the Part CC initial training course, may not use the AAC approval, logo or corporate branding for any advertising or promotional purposes associated with these additional activities.

Purpose of the document


The purpose of this document is to outline the requirements as well

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as AAC instructions and procedures for the initial approval and ongoing maintenance of Cabin Crew Training Organisations (CCTOs)

This document is issued to provide guidance for training organisations and commercial air transport operators who are seeking approval from the AAC to establish a cabin crew training organisation (CCTO) for the purpose of conducting the Initial Training course and the associated examination outlined in Minister Order No. 262 dated 28/06/2019 "For technical requirements and administrative procedures relating to civil aviation air crew", Annex V, Part CC

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Approval table

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Definitions

For the purpose of this manual the following definitions will be used :

"Aeroplane" means an engine-driven fixed-wing aircraft heavier than air which is supported in flight by the dynamic reaction of the air against its wings.

'Cabin crew member' means an appropriately qualified crew member, other than a flight crew or technical crew member, who is assigned by an operator to perform duties related to the safety of passengers and flight during operations;

"Albanian Civil Aviation Authority (AAC)" is the competent authority decided to do so by Republic of Albania.

EASA is European Aviation safety Agency.

'Aircrew' means flight crew and cabin crew;

Acceptable Means of Compliance (AMC) are non-binding standards adopted by the Agency to illustrate means to establish compliance with the Basic Regulation and its Implementing Rules;

'Type of aircraft' means a categorisation of aircraft requiring a type rating as determined in the operational suitability data established in accordance with Part-21, and which include all aircraft of the same basic design including all modifications thereto except those which result in a change in handling or flight characteristics.

"Commercial air transport" means the transport of passengers, goods or mail for reward or rent.



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Abbreviations

The following abbreviations will be used in this manual, which will mean:

AAC	Albanian Civil Aviation Authority
RSH	Republic of Albania
MIE	Ministry of Infrastructure and Energy
DE	Executive Director
DMSOOA	Directory of Safety Oversight in Operation of Air Operators.
CC	Cabin Crew
CCTO	Cabin Crew Training Organisation
HT	Head Of Training



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Chapter I

OBTAINING APPROVAL – THE APPLICATION PROCESS

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Considerable resources and effort are required to prepare an initial application for approval to conduct training, particularly in relation to the development of the required documentation. Equally, the review of such material is demanding of staff effort within the relevant departments of the AAC and must take its place beside other work undertaken. Therefore, organisations should make realistic assumptions from the outset as to how long it will take to obtain approval and applicant organisations are strongly recommended to inform the AAC of their intentions at an early stage of planning. It is strongly recommended that applicant CCTOs intending to make an application for an approval arrange in the first instance a face-to face meeting with representatives of the Aircrew Licensing Sector of ACAA to discuss the details of the approval process.

The AAC will only approve courses prepared and delivered in English and Albanian language. All courses material and documents should be in English as well as in Albanian Language. CCTOs should ensure that trainees, for whom English is a second language, have an adequate understanding of spoken and written English before admitting them to a course.

An applicant CCTO seeking approval to provide the Cabin Crew Part CC Initial Training should apply to the AAC, using the relevant CCTO application form available (Appendix)

The application should include the following documentation as a minimum:

1. A detailed business plan including auditor's evidence of financial viability and an estimate of projected training activity for a 24-month period, following approval.
2. Detailed proposed management structure and post holder(s) CVs.
3. CCTO Operations Manual containing: (See also Section 7 of this document)
 - Organisational structure and the responsibilities of key personnel
 - Eligibility criteria for applicant trainees to be accepted on the training course
 - All information given to trainees during the course
 - Manual amendment process
4. CCTO Training Manual containing: (see also Section 7 of this document)
 - a. The training and qualification criteria for CCTO personnel
 - b. Course syllabi and methodology/procedures for instructors and trainees
 - c. Procedures for the conduct of examinations and record keeping

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d. Manual amendment process

5. Compliance Monitoring Manual containing:

- Compliance Monitoring /Oversight procedures for CCTO activities

6. Safety Management Manual containing:

- A description of the overall philosophies and principles of the organisation with regard to safety, referred to as the safety policy and
- The identification of safety hazards entailed by the activities of the organisation, their evaluation and the management of associated risks, including taking actions to mitigate the risk and verify their effectiveness;

7. List of external facilities to be used on the course - (to include copies of lease agreements, rental contracts etc., where applicable).

- Swimming pools
- Cabin simulator training devices
- Fire training simulators etc...

8. Description of accommodation and facilities - (to include copies of lease agreements, rental contracts etc., where applicable)

- a. Classrooms
- b. Instructor and trainee facilities
- c. Administration facilities
- d. Number of staff and trainees that can be accommodated
- e. Statement that the facility is adequately lit, ventilated and free from external noise and distractions


9. List of instructors and examiners, their qualifications and currency

10. Evidence of continuing availability of equipment, facilities and instructors

11. Samples of training course documentation:

- Attestation documentation including responsibility for retention of records

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- CCTO training records
- A sample certificate of successful “Completion of Cabin Crew Initial Training

12. Course and Examination”

13. At least two sample examination papers for the final exam and each training module, as applicable


NOTE 4: *The applicant CCTO will not be required to duplicate submission of information relating to the above items if the information is already included in another document submitted, e.g. Training Manual*

NOTE 5: *As part of the initial and continuation of the CCTO approval, all of the above items may be subject to AAC audit and site inspections (including any sub-contracted activities).*

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Chapter II

CCTO APPROVAL

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Subject to satisfactory audits and inspections, a CCTO approval under the direction of the Head of Training will be issued. The approval will remain in place, subject to ongoing inspection and audit and the appropriate annual approval continuation fee.

The AAC may re-inspect the CCTO at any time during the period of approval. Reports will be provided to the CCTO following inspection visits by the AAC.

Continuation of an approval is not automatic and is dependent upon the organisation's ability to remain compliant with the requirements.

An approval issued by the AAC may be limited, revoked or suspended if the requirements cease to be met in part or in full or if the standards on which the approval was granted are not maintained. Should there be a failure to meet the requirements or standards, the organisation will be formally notified of the non-compliance(s). Remedial action, to include a root cause analysis, correction and follow up actions will be identified and agreed within specific timescales. Should the CCTO fail to meet the standards in the specified time; limitation, revocation or suspension of the approval may be considered.

If an approval is revoked and the CCTO wishes to reapply for renewal of this approval, then the initial application process must be followed and the relevant fees will apply.

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Chapter III

PERSONNEL REQUIREMENTS



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An adequate number of qualified, competent personnel should be employed and the management structure should ensure supervision of all grades of personnel by persons having the experience and qualities necessary to ensure the maintenance of high standards. The AAC will place particular emphasis on the qualifications and competence of all training staff in their area of specialisation and in training techniques.

(1) The Accountable Manager:

An Accountable Manager shall be nominated by the applicant organisation and be acceptable to the Authority. This person should have experience in aviation and a sound managerial capability. Previous management experience is essential. The Accountable Manager shall have authority and responsibility for ensuring that all activities can be financed and carried out in accordance with the applicable regulations. The Accountable Manager shall be responsible for establishing and maintaining an effective management system for the CCTO. Any proposed changes to the nominated Accountable Manager should be notified to the Authority in advance of appointment.

NOTE 6: Applicable to CAT Operators: The Accountable Manager for the CCTO can be the same Accountable Manager, nominated in the operator's management system.

The Head of Training (HT)

A Head of Training (HT), acceptable to the Authority shall be nominated. This person has the overall responsibility to ensure that the training is in compliance with the requirements. The HT should have sound managerial capability and management experience within aviation. The HT should be trained in instructional skills and have extensive training experience as an instructor within Commercial Air Transport (CAT) Operations.

NOTE 7: Applicable to CCTO non -CAT:

***operators:** In addition to the criteria outlined for the HT above, the nominated HT should have extensive experience as an instructor of cabin crew in CAT operations, should be a current CCA holder and CCTO training course expert. In order to ensure continuity of the required training standards and ongoing compliance with the relevant requirements, a deputy to the HT should also be appointed. This deputy can be the CCTO Chief Instructor who should be a current CCA holder and CCTO training course expert. As a minimum, at all times, either the HT or his/her deputy should be a current CCA holder.*

NOTE 8: Applicable to CCTO - CAT operators: In relation to the criteria outlined in paragraph (2) above, the nominated HOT for the CCTO can be the same HOT, nominated in the operator's management system. In this case, the HOT and his /her deputy are likely to be operational pilots

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who do not hold current CCAs. Therefore, a CCTO Chief Instructor who is a current CCA holder and CCTO training course expert should be appointed.

(2) The CCTO Chief Instructor (CI)

This person should be a current CCA holder and CCTO training course expert. The CCTO CI should have a direct report line to the nominated Head of Training of the CCTO.

NOTE 9: The CCTO should outline in its Operations/Training Manual the additional qualification criteria it deems necessary for persons holding the positions of Head of Training, Deputy Head of Training and Chief Instructor in order to ensure that these persons have the required skills, competencies and experience levels for the execution of their assigned tasks. Such procedures must be acceptable to the Authority.

(3) The Compliance Monitoring Manager should have a background and management skills in Compliance Monitoring and experience in aviation. Experience in a training environment and training in instructional skills are desirable.

NOTE 10: CAT operators: The Compliance Monitoring Manager can be the same Compliance Monitoring Manager, nominated in the operator's management system.


(4) The Safety Manager should have a background and management skills in Safety Management Systems and experience in aviation. Experience in a training environment and training in instructional skills are desirable.

NOTE 11: CAT operators: The Safety Manager can be the same Safety Manager, nominated in the operator's management system.

(5) Instructors

Instructors should possess current or previous experience as a cabin crew member within CAT operations, preferably at Senior Cabin Crewmember (SCCM) level. They should be trained in instructional skills and possess extensive training experience as an instructor of cabin crew in the field(s) of their competency in a cabin crew training environment with a CAT operator.

In order to ensure on-going familiarity and currency with the required course material, instructors who are involved in the delivery of general aspects of the cabin crew training course should be current CCA holders.

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When appointing instructors, the CCTO should consider, before appointment that applicant instructors prove their competency by giving a test lecture based on material they have developed for the subjects they are to teach.

Note 12: The above requirement does not preclude a subject matter expert from being authorised to instruct on matters that deal with their area of expertise. Separate/additional qualification criteria may be required for subject matter experts, as relevant to the particular subject to be covered.

CCTOs should make provision for continuity in cases where the nominated responsible person(s) for Training (HT) or Chief instructor (CI) becomes unavailable.

Should the Head of Training cease to be employed by the CCTO, an application for change to the CCTO approval will be required. The AAC must be informed of the departure or intended departure of the Head of Training. In these circumstances, CCTOs should make appropriate arrangements for continuity and the appointment of a new Head of Training should be made as soon as possible. The acceptability to the AAC of an intended appointee should be confirmed before the appointment is made.

Sufficient instructors must be employed to ensure the proper continuity of training for all trainees attending the course. All instructors must be suitably experienced and qualified for the training elements to be covered. They must keep their qualifications current in accordance with the requirements of the CCTO's approved training manual.



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Chapter IV

TRAINING STANDARDS

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The AAC requires that adequate arrangements are put in place by the Head of Training for the standardisation of instructors and the provision of instructor briefing material. Such arrangements should be detailed in the Training Manual.

Arrangements are to be made for periodic standardisation and checking of instructors. Such training and checking is to be recorded by the CCTO and will be subject to internal audit by the organisation's Compliance Monitoring system.



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Chapter V

TRAINING MANUAL AND OPERATIONS MANUAL

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The CCTO should establish and maintain a Training Manual and an Operations Manual containing information and instructions to enable personnel to perform their duties and to give guidance to students on how to comply with course requirements.

The CCTO should make available to its personnel and, where appropriate, to students relevant information contained in the training manual, the operations manual and the CCTO's approval documentation.

The training manual should state the standards, objectives and training goals for each phase of training that the students are required to complete and should address all items included in Aircrew Regulation, Appendix 1 to Annex V of Part CC.


The content and sequence of the training programme should be specified in the training manual.

The detailed training syllabus shall be documented in the training manual and instructor course notes shall be issued and controlled by the HT / Chief instructor.

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Chapter VI

RECORDS

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The format of Training records should be specified in the Training Manual and should comply with formats acceptable to the AAC.


The Head of Training of the CCTO or his/her deputy is required to certify that each applicant for a Cabin Crew Attestation (CCA) has successfully completed all elements of the required initial training course and passed the associated examination. This certification can take the form of a "Part CC Initial Training Course Completion Certificate."

Any such documentation, which is required in order to issue the Attestation, should be in accordance with the requirements of AAC Personnel Licensing (PEL) and be acceptable to the AAC.

A responsible person within the CCTO should be nominated to take responsibility for Attestation procedures and to liaise with AAC Personnel Licensing, concerning the issue of CCAs and all CCA matters.


Attestations shall be issued by the AAC or by an organisation approved to do so on behalf of the AAC, to successful candidates, upon successful completion of the required training and associated examination and provided all documentation has been satisfactorily completed and, if applicable, when the appropriate fee has been paid in advance of CCA issue.

The CCTO shall retain all relevant records for a minimum of five years.

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Chapter VII

THE TRAINING MANUAL AND TRAINING PROGRAMME

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The Training Manual will state entry requirements for the course. Before accepting applicants onto a training course, CCTOs shall ensure that applicants meet the eligibility criteria outlined in Annex V Part CC. CCTOs should also inform training course applicants that they will be required to comply with the medical requirements for cabin crew outlined in Annex IV, Part MED, in order to exercise the privileges of their cabin crew attestation.

The Training Manual will include the standards and objectives for each module that the trainees are required to complete. The length and amount of training appropriate to the course should be designed for a trainee with the minimum entry requirements as detailed in the Training Manual

The training course content should enable trainees to become familiar with the aviation environment and acquire sufficient general knowledge and basic proficiency required to perform and discharge the responsibilities related to the safety of passengers and flight during normal, abnormal and emergency operations. The course content should be based on generic information and procedures and offer a range of examples relevant to typical operations within the aviation industry. It should not refer to a specific aircraft type and it should not refer exclusively to a specific AOC holder's operational requirements. The programme of the initial training course shall cover at least the elements specified in Appendix 1 to Part CC of Annex V of the Minister Order No. 262 dated 28/06/2019 "For technical requirements and administrative procedures relating to civil aviation air crew", transposing 1178/2011, as amended.

As a general rule, the entire programme of Initial Training should be a minimum of 70 hours tuition, with training days of up to 8 hours duration including lunch/refreshment breaks. In reality, this figure is normally exceeded. The minimum 70 hour figure assumes that the training will be conducted on a full time basis and over a consecutive period.

CCTOs who wish to propose alternative arrangements for the delivery of the training programme should consult with the AAC. In all circumstances CCTOs should ensure that the entire programme of initial training is completed within a 12 week time frame.

Due to the nature of the training course and the lack of familiarity of the majority of trainees with the subject matter to be covered, the emphasis of training should be placed predominantly on a combination of instructor / facilitator led training for both the theory and the practical elements of the training course.



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Training Methodologies may include theory-based classroom training, home study, CBT, individual e-learning, distance learning and practical training. Other methodologies may also be acceptable to supplement the learning process.

If used, individual e-learning, distance learning and home study should be utilised primarily for pre-course study and consolidation of training but not normally as a substitute for classroom based instructor-led training. Where such training methodologies are used, the CCTO should ensure that the trainees have access at agreed times to a suitably qualified instructor who is able to assist with any areas of difficulty for the trainee.

The theoretical training should take place in a suitably equipped classroom. Classroom accommodation should be available either at the principal place of business of the CCTO or within a suitable facility elsewhere.

Practical training should include actual practice by each trainee in both individual and group exercises and using actual equipment or representative training devices, as documented in the Initial Training programme syllabus outlined in Aircrew Regulation,

The training devices used by an organisation should realistically represent the passenger compartment of typical aircraft type(s) and the technical characteristics of the equipment to be operated by the cabin crew.

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INITIAL TRAINING COURSE AND EXAMINATION

TRAINING PROGRAMME

The training programme of the initial training course shall include at least the following:

1. General theoretical knowledge of aviation and aviation regulations covering all elements relevant to the duties and responsibilities required from cabin crew:

- 1.1. aviation terminology, theory of flight, passenger distribution, areas of operation, meteorology and effects of aircraft surface contamination;
- 1.2. aviation regulations relevant to cabin crew and the role of the competent authority;
- 1.3. duties and responsibilities of cabin crew during operations and the need to respond promptly and effectively to emergency situations;
- 1.4. continuing competence and fitness to operate as a cabin crew member, including as regards flight and duty time limitations and rest requirements;
- 1.5. the importance of ensuring that relevant documents and manuals are kept up-to-date, with amendments provided by the operator as applicable;
- 1.6. the importance of cabin crew performing their duties in accordance with the operations manual of the operator;
- 1.7. the importance of the cabin crew's pre-flight briefing and the provision of necessary safety information with regards to their specific duties; and
- 1.8. the importance of identifying when cabin crew members have the authority and responsibility to initiate an evacuation and other emergency procedures.


2. Communication:

During training, emphasis shall be placed on the importance of effective communication between cabin crew and flight crew, including communication techniques, common language and terminology.

3. Introductory course on human factors (HF) in aviation and crew resource management (CRM)

This course shall be conducted by at least one cabin crew CRM instructor. The training elements shall be covered in depth and shall include at least the following:

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3.1. *General:* human factors in aviation, general instructions on CRM principles and objectives, human performance and limitations;

3.2. *Relevant to the individual cabin crew member:* personality awareness, human error and reliability, attitudes and behaviours, self-assessment; stress and stress management; fatigue and vigilance; assertiveness; situation awareness, information acquisition and processing.

4. Passenger handling and cabin surveillance:

4.1. the importance of correct seat allocation with reference to aeroplane mass and balance, special categories of passengers and the necessity of seating able-bodied passengers adjacent to unsupervised exit

4.2. rules covering the safe stowage of cabin baggage and cabin service items and the risk of it becoming a hazard to occupants of the passenger compartment or otherwise obstruction or damaging emergency equipment or exits;

4.3. advice on the recognition and management of passengers who are, or become, intoxicated with alcohol or are under the influence of drugs or are aggressive;

4.4. precautions to be taken when live animals are carried in the passenger compartment;

4.5. duties to be undertaken in the event of turbulence, including securing the passenger compartment; and

4.6. methods used to motivate passengers and the crowd control necessary to expedite an emergency evacuation.


5. Aero-medical aspects and first-aid:

5.1. general instruction on aero-medical aspects and survival;

5.2. the physiological effects of flying with particular emphasis on hypoxia, oxygen requirements, Eustachian tubal function and barotraumas;

5.3. basic first-aid, including care of:

- (a) air sickness;
- (b) gastro-intestinal disturbances;
- (c) hyperventilation;
- (d) burns;

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- (e) wounds;
- (f) the unconscious; and
- (g) fractures and soft tissue injuries;

5.4. in-flight medical emergencies and associated first-aid covering at least:

- (a) asthma;
- (b) stress and allergic reactions;
- (c) shock;
- (d) diabetes;
- (e) choking;
- (f) epilepsy;
- (g) childbirth;
- (h) stroke; and
- (i) heart attack;

5.5. the use of appropriate equipment including first-aid oxygen, first-aid kits and emergency medical kits and their contents

5.6. practical cardio-pulmonary resuscitation training by each cabin crew member using a specifically designed dummy and taking account of the characteristics of an aircraft environment; and


5.7. travel health and hygiene, including:

- (a) hygiene on board;
- (b) risk of contact with infectious diseases and means to reduce such risks;
- (c) handling of clinical waste;
- (d) aircraft disinsection;
- (e) handling of death on board; and
- (f) alertness management, physiological effects of fatigue, sleep physiology, circadian rhythm and time zone changes.

6. Dangerous goods in accordance with the applicable ICAO Technical Instructions.

7. General security aspects in aviation, including awareness of the provisions laid down in Minister Order No.26/2010 transposing (EC) Regulation No 300/2008.

8. Fire and smoke training:

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8.1. emphasis on the responsibility of cabin crew to deal promptly with emergencies involving fire and smoke and, in particular, emphasis on the importance of identifying the actual source of the fire;

8.2. the importance of informing the flight crew immediately, as well as the specific actions necessary for coordination and assistance, when fire or smoke is discovered;

8.3. the necessity for frequent checking of potential fire-risk areas including toilets, and the associated smoke detectors;

8.4. the classification of fires and the appropriate type of extinguishing agents and procedures for particular fire situations;


8.5. the techniques of application of extinguishing agents, the consequences of misapplication, and of use in a confined space including practical training in fire-fighting and in the donning and use of smoke protection equipment used in aviation; and

8.6. the general procedures of ground-based emergency services at aerodromes.

9. Survival training:


9.1. principles of survival in hostile environments (e.g. polar, desert, jungle, sea); and

9.2. water survival training which shall include the actual donning and use of personal flotation equipment in water and the use of slide-rafts or similar equipment, as well as actual practice in water.

 <small>AGENCIJA E AVIACIONIT CIVIL</small>	Guidance Material for Approval of Cabin Crew Training Organisation (CCTO)	
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Chapter VIII

THE EXAMINATION PROCESS

 <small>AGJENCIA E AVIACIONIT CIVIL</small>	Guidance Material for Approval of Cabin Crew Training Organisation (CCTO)	
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Applicants for a cabin crew attestation shall undergo an examination covering all elements of the training programme, except for CRM training, to demonstrate that they have attained familiarity with the aviation environment and have acquired sufficient general knowledge and basic proficiency required to perform the duties and discharge the responsibilities related to the safety of passengers and flight during normal, abnormal and emergency operations.

Accordingly, the CCTO providing the training should establish its own criteria for the conduct of the examination process using the guiding principles identified below:

I. The examination process may include written/multi-choice/practical and oral assessments. Combinations of these assessment methods are also possible.

II. The examination may be conducted -

- as one final examination upon completion of the initial training course
- on a modular basis upon completion of each of the initial training course module
- using a combination of both modular and final examination.

III. The examination process may include practical and oral assessments, where applicable.

IV. Where a multi choice examination format is the only method used for the final examination, a minimum of 50 questions should apply.


V. Where the CCTO uses oral and/or practical assessments as part of the examination process, such assessments should supplement and not replace the written /multi choice assessments. A maximum of 25% of the total examination quota should be awarded to oral and/or practical assessments, leaving the remaining 75% for written/multi-choice assessments.

VI. Open book examinations are not acceptable.

VII. CRM skills should not be examined in written/multi choice/oral or practical assessments. However, a check for understanding of basic Human Factors in aviation and general CRM principles and objectives may be included in written/multi-choice assessments.

VIII. The examination should include only those training elements required in the initial training course. It should not include other elements of training, which are not part of the initial training course syllabus e.g. aircraft type training, customer service training etc.

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IX. The CCTO should have a number of different examination papers, so that trainees cannot predict the examination questions/answers.

X. The pass/fail /resit criteria should be determined by the CCTO.


As a guiding principle, candidates who will be issued with an Attestation should aim to attain a minimum of 90% overall success rate in the entire examination process.



XI. Where a trainee fails to meet the required standard, the re-sit examination paper(s) should be different from the original examination paper(s).

XII. The CCTO should ensure that the conduct of the examination(s) is executed by personnel who are qualified for this purpose and free from conflict of interest.

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***Application Form for the Approval/Continuation of Approval
of a Cabin Crew Training Organisation (CCTO)***

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	ACAA Formulari i Aplikimit për Aprovimin / Vazhdimin e Aprovimit të Organizatës së Trajnimit të Ekuipazhit të Kabinës (CCTO) Application Form for the Approval/Continuation of Approval of a Cabin Crew Training Organisation (CCTO)	
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Përgjegjësia: Drejtoria e Mbikëqyrjes së Sigurisë në Operim të Operatorëve Ajrore
Responsibility: The Directorate of Oversight of Safety Operations of Air Operators

1. Detajet e Organizatës Aplikuese 1. Applicant Organisation Details

Emri i organizatës /Organisation name

Address

.....

Tel. Nr

Email Adress Website

Adresa e pronarit (nëse është i ndryshëm nga më sipër) *Owner's address (if different from above)*

.....

.....

2. Ambjente Trajnimi Shtesë/Additional Training Sites


Emër/Name.....

Address.....

Emër Name

Address

.....

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3. Aplikim/ Application

Unë aplikoj për: <i>I am applying for:</i>	
Aplikim për Aprovim Fillestar <i>Initial Approval Application</i>	<input type="checkbox"/>
Aplikim për Vazhdueshmëri të Aprovimit <i>Continuation of Approval Application</i>	<input type="checkbox"/>

4. Struktura e Menaxhimit/ Management Structure

Post	Emri Name	Kualifikimi/Eksperienca Për Postin Përkatës <i>Qualification/Experience Relevant to Post</i>
Menaxheri Përgjegjës <i>Accountable Manager</i>		
Drejtuesi i Trajnimeve <i>Head of Training</i>		
Zëvendësi i drejtuesit të Trajnimit <i>Deputy Head of Training</i>		
Përgjegjësi i Instruktorëve të CCTO <i>CCTO Chief Instructor</i>		
Menaxheri i Monitorimit të Përpueshmërisë <i>Compliance Monitoring Manager</i>		
Menaxheri i Sigurisë (SMS) <i>Safety Manager (SMS)</i>		

5. Instruktorët/ Instructors

Emri Name	Lënda/ët Subject/s



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6. Ambjentet në Bazë Accommodation at Base

Tipi Type	Vendndodhja, madhësia, numri, kapaciteti Location, size, number, capacity
Detaje të Pronësisë së Ambjenteve <i>Details of Tenure of premises</i>	
Klasat <i>Classrooms</i>	
Ambjente të tjera <i>Other accommodation</i>	
Dhomat e personelit <i>Staff rooms</i>	
Dhomat e Pushimit <i>Rest/Break rooms</i>	
Tualetet/dushet etj... <i>Toilets/showers etc...</i>	
Facilitetet e Trajnimit Praktik që do të përdoren (Mock-up të avionëve, Fasilitete të Trajnimit të Zjarrit, Mbijetesës në ujë etj.) <i>Practical Training Facilities to be used (aircraft mock ups, Fire Training Facilities, Ditching etc...)</i>	
Informacioni i mësipërm mund të zgjerohet më tej në seksionin e shënimeve në fund të kësaj forme aplikimi <i>The information above may be further expanded in the notes section at the end of this application form.</i>	

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7. Facilitetet e Jashtme/ Shërbimet e Nënkontraktuara <i>External Facilities /Subcontracted Services</i>	
Faciliteti <i>Facility</i>	Përshkrimi <i>Description</i>
8. Specifikimi i Trajnimit të synuar <i>Intended Training specified</i>	
Përshkrimi i Aktivitetit të synuar të Trajnimit (Gama, Proporcioni) <i>Description of intended training activity (scale and proportion)</i>	
Data e synuar për fillimin e aktivitetit: <i>Date of intended commencement of activity:</i>	

9. Deklarata e Aplikantit <i>Declaration of Applicant</i>
<p>Unë deklaroj se informacioni i dhënë në këtë formë është korrekt. <i>I declare that the information provided on this form is correct.</i></p> <p>Unë do të njoftoj Autoritetin për të gjitha ndryshimet në Informacionin e dhënë. <i>I will notify the Authority of all changes to the information provided.</i></p>

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Shënime <i>Notes / Informacione Shtesë</i> <i>Additional Information</i>
<p>Detaje të plota të Tarifave të AAC-së janë të publikuara në faqen zyrtare të AAC-së Full details of fees charged and levied by the ACAA are published in Website of ACAA</p>

10. List-kontroll <i>Checklist</i>	
<p>Ju lutemi gjeni më poshtë një List-kontroll që do t'ju ndihmojë për sa i përket dorëzimit të aplikimit tek ne. Mungesa e të dhënave dhe dokumenteve do të shtyjnë aplikimin tuaj. Please find below a checklist for your assistance with regard to submission of your application to us. Items missing will delay your application.</p>	
<p>Forma e Pagesës <input type="checkbox"/></p>	<p>Manuali I Trajnimit <input type="checkbox"/> <i>Training Manual</i></p>
<p>Manuali I Operimeve <input type="checkbox"/> <i>Operations Manual</i></p>	<p>Manuali Monitorimit të Përpuethshmërisë <input type="checkbox"/> <i>Compliance Monitoring Manual</i></p>
<p>Shembull I Provimeve <input type="checkbox"/> <i>Sample of Exams</i></p>	<p>Manual I Menaxhimit të rrezikut të sigurisë <input type="checkbox"/> <i>Safety Risk Management Manual</i></p>
<p>Shembuj të shënimeve të Instruktorëve <input type="checkbox"/> <i>Samples of Instructor course notes</i></p>	



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CV-të, referencat dhe kualifikimet për personelin në vijim:

CVs, references and qualifications for the following personnel:

- Menaxheri përgjegjës *Accountable Manager*
- Shefi i Trajnimit *Head of Training*
- Zëvendësi i Shefit të Trajnimit *Deputy Head of Training*
- CCTO Chief Instructor
- Menaxheri i Monitorimit të Përpuethshmërisë *Compliance Monitoring Manager*
- Menaxheri i Sigurisë *Safety Manager*
- Instruktorët *Instructors*
- Drejtuesi i Administratës *Head of Administration*
- Personel tjetër/ Shtesë *Additional / Other Personnel*